

FIRE AND RESCUE/PUBLIC SAFETY TECHNICAL SYSTEMS PROGRAM MANAGER

GRADE PS12

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs difficult technical, professional and administrative work managing and maintaining information technology systems related to Fire and Rescue to support major activities in planning and providing emergency services. Work involves managing emergency response systems; providing management analysis, development, design and preparation of computer programs and database administration for the Fire and Rescue Department. Work is performed under general supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Manages and directs the development and maintenance of Fire and Rescue computer programs and systems; trains users in the use of application software.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides coordination and oversight: with fire and rescue CAD applications that support field units and provide associated training, conduct response order analysis, computer aided dispatch (CAD) data analysis and other analyses as required;
- Acts as a direct liaison/advisor to ECC staff, specifically fire and rescue dispatchers;
- Provides professional and technical consultation with CAD system vendor(s), technology, applications, operations and analysis;
- Trains user personnel in the use of computer aided dispatch (CAD) applications, radio system and components;
- Provides external representation for the department on all matters relating to computer programs and software applications;
- Participates on work groups, committees, and informal meetings as assigned;
- Provides on scene technical support for emergency incident commanders through analysis and mapping support;
- Provides Geographic Information System (GIS) support during emergency operations and hazardous materials incidents;
- Direct liaison with staff at county GIS staff to specifically address fire and rescue needs and future planning;
- Provides assistance with management of the fire and rescue portion of the public safety radio system and its associated parts;
- Establishes and maintains customer service communications for request on Fire and Rescue GIS products and services;
- Maintain various level of certifications and trainings to include CPR and other county mandated curriculum, that may be modified periodically to meet the needs of this fire and rescue support position.
- Performs related tasks as required and other job duties as assigned to support the overall mission of fire and rescue responses through the various technology platforms and associated policies and procedures;

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of principles, techniques and methods required for operation and maintenance of a complex systems and software applications; thorough knowledge of techniques in geographic information systems analysis and design; thorough knowledge of geography of the County; thorough knowledge of County, Department and Fire and Rescue procedures and standards; some knowledge of the principles and practices of leadership; skill in directing people as they work; ability to establish and maintain effective working relationships with the public, elected officials, senior management and fellow employees; ability to communicate effectively, both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a Bachelor's Degree in computer science, geographic information systems or related field; and 3-5 years of progressively responsible professional experience creating digital data models for analysis, database administration and project management; and 2-3 years technical work experience using emergency response computer programs and software applications. Overall and substantial work experience may be considered in some place of the aforementioned education.

PHYSICAL REQUIREMENTS:

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, and feeling; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, peripheral vision, visual inspection involving small defects and/or small parts, assembly or fabrication of parts at or within arms length, operation of machines, operation of motor vehicles or equipment, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, hazards, atmospheric conditions, and oils. The worker may be exposed to bloodborne pathogens and may be required to wear specialized personal protective equipment.

SPECIAL REQUIREMENTS:

Possession of a driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.